INVENTOR INFORMATION

Inventor One Given Name:: Masumi Family Name:: YOSHINO Mailing Address Line One:: c/o Seiko Epson Corporation Mailing Address Line Two:: 4-1, Nishi-shinjuku 2-chome City:: Shinjuku-ku State or Province:: Tokyo Country:: Japan Postal or Zip Code:: 163-0811 City of Residence:: Shinjuku-ku Country of Residence:: Japan Citizenship Country:: Japan Inventor Two Given Name:: Yoshihiko Family Name:: AKASAKA Mailing Address Line One:: c/o Seiko Epson Corporation Mailing Address Line Two:: 4-1, Nishi-shinjuku 2-chome City:: Shinjuku-ku State or Province:: Tokvo Country:: Japan Postal or Zip Code:: 163-0811 City of Residence:: Shinjuku-ku Country of Residence:: Japan Citizenship Country:: Japan Inventor Three Given Name:: Bruno Family Name:: ZIEGLER Mailing Address Line One:: c/o EPSON France SA, 68 bis, rue Marjolin, City:: LEVALLOIS-PERRET CEDEX Country:: FRANCE Postal or Zip Code:: 92305 Citizenship Country:: Japan Inventor Four Given Name:: Peter Family Name:: BUTLER Mailing Address Line One:: c/o EPSON UK Ltd., Campus 100 Mailing Address Line Two:: Maylands Avenue, Hemel Hempstead City:: Hertfordshire Country:: United Kingdom Postal or Zip Code:: HP2 7TJ Citizenship Country:: Japan Inventor Five Given Name:: Marita Family Name:: HAAS Mailing Address Line One:: c/o ESPON Deutschland GmbH, Mailing Address Line Two:: Zulpicher Str. 6, City:: Dusseldorf Country:: Germany Postal or Zip Code:: 40549 Citizenship Country::

CORRESPONDENCE INFORMATION

Correspondence Customer Number:: 22850

APPLICATION INFORMATION

Title Line One:: ONLINE SUPPORT TECHNIQUE TO SUPPORT
Title Line Two:: ELIMINATION OF PROBLEMS ARISING IN

| Title Line Three:: DEVICE | Total Drawing Sheets:: 11 | Formal Drawings?:: YES | Application Type:: UTILITY | Docket Number:: 205114US2

REPRESENTATIVE INFORMATION

Representative Customer Number:: 22850

PRIOR FOREIGN APPLICATIONS

Foreign Application One:: 2000-090785 Filing Date:: 3/29/00 Country: Japan Priority Claimed:: YES

Foreign Application Two:: 2001-051460
Filing Date:: 2/27/01
Country:: Japan
Priority Claimed:: YBS

ASSIGNEE INFORMATION

Name of Assignee:: Seiko Epson Corporation
Address Line One:: 4-1, Nishi-shinjuku 2-chome

City:: Shinjuku-ku

State or Province:: Tokyo
Country:: Japan
Postal or Zip Code:: 163-0811